# Rental Housing Inspection Division Program Orientation





January 20, 2009

CITY OF GRESHAM, OREGON

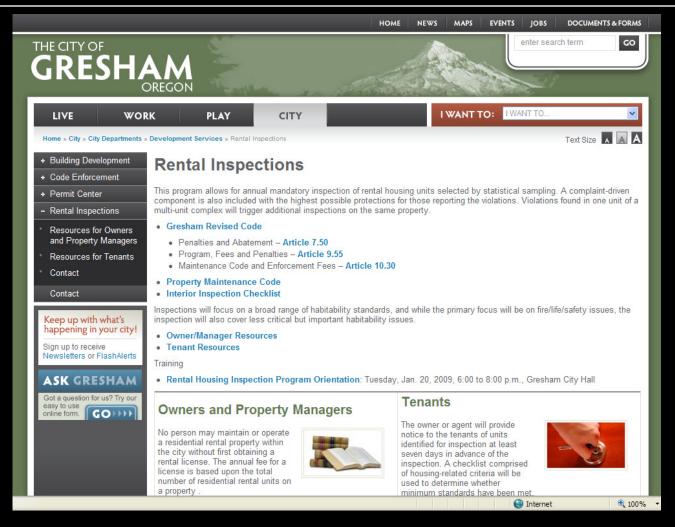


# **Brief Program History...**

- City Council Direction September 2007
- First Ordinance Reading December 2007
- Ordinance Enacted December 2007
- Fee Resolution Adopted December 2007
- Year of Initial Implementation 2008

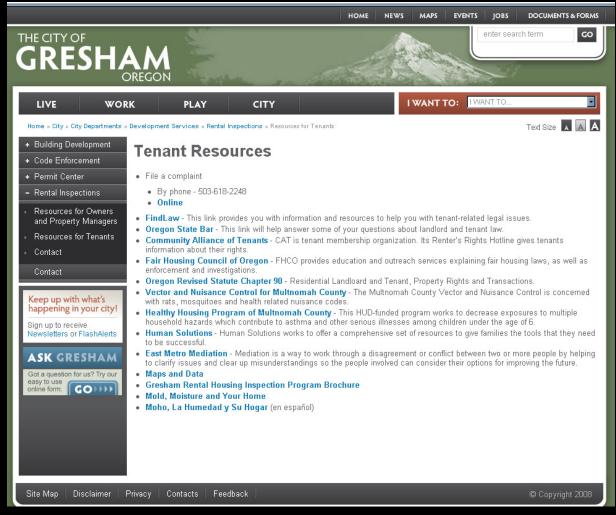


# Information Available Online...



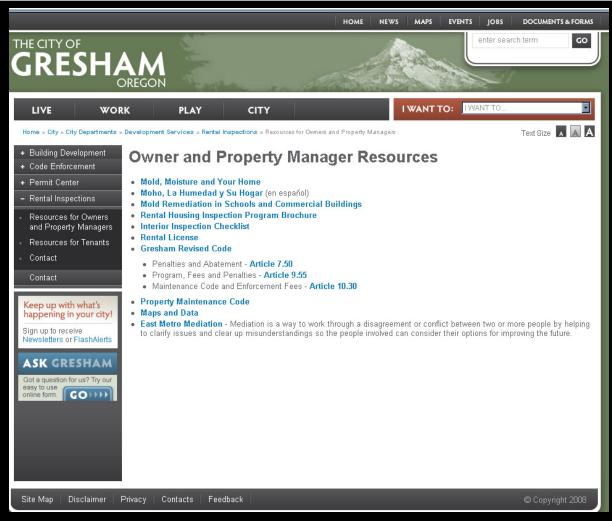


# Information Available Online...





# Information Available Online...





# Calendar Year 2008 in Summary...

- January March: Rental Task Group meetings
- March September:
  - Complaints only
  - Mandatory process and methodology developed
- August September: Complaints and voluntary mandatory inspections
- September December: Complaints and random mandatory inspections



# Rental Task Group...

# Collaborative Membership....

- Dwight Unti, Tokola Properties
- Micky Ryan, Oregon Law Center
- Ian Slingerland, Community Alliance of Tenants
- Deborah Imse, Metro Multifamily Housing Association
- Jim Herman, Rental Housing Association of Greater Portland
- Tom Skaar, Pac West Homes
- Kari Lyons, Multnomah County Healthy Homes Program
- Jean DeMaster, Human Solutions
- Rodger Moore, Housing Authority of Portland
- Jenni Simonis, Tenant Representative



# Program Status...

- Operationally in full service
  - Complaints and mandatory inspection process
  - Work still to be done on supporting program elements
- Four inspectors within program
  - One senior housing inspector
  - Three housing inspectors
- Administrative support in place



# By the numbers...

- 315 total cases in 2008
- 86 complaint cases opened since February
  - 33 open cases
  - 53 resolved cases



- 51 open cases
- 178 resolved cases





# Mandatory Inspections...

- 54 residential rental properties visited in 2008
- 229 units inspected
- Statistically represents a total of 743 Units
- Independent random statistical methodology
  - Properties were identified
  - Units within properties were identified



# Mandatory Inspections...





# **Upcoming Mandatory Workload...**

- Workload for the next several months
  - 165 properties
  - 446 units to be inspected
  - Representative of 1257 rental units





# Mandatory Inspections – 1Q 2009





# **Program Summary...**

- Requires all Residential Rental Properties within Gresham to have a rental license renewed annually
- Mandatory city-wide rental housing inspections
- Annually based upon a independent random statistical sampling of properties and units
- Adopts the 2006 International Property Maintenance Code published by the ICC
- Includes Complaint based process



# **Example of Statistical Sampling...**

- Existing 54 unit apartment complex
  - City inspects 13 units at random
    - If all pass, no other inspections would be required for that complex that year
    - If one or more units fail inspection?
      - Additional units may require inspection



# Mandatory Inspection Process...

- Residential Rental Properties Identified
- Statistical Sampling of Units Identified
- City provides notice to property owners
  - Currently 21 days in advance
  - Notification includes a Inspection Consent Form
- City simultaneously notifies potential tenants
  - Intent to educate / inform about the process



# **Property Owner Notification...**



| 1333 NVV Eastman Parkway | Gresham, Oregon 97030-3825

ERIC SCHMIDT
Development Services
Director
Rental Housing Inspection
Program

Kristin Chiles Administration 503-618-2252 FAX: 503-618-2333

CARRIE LOPEZ
Administration
503-618-2779
FAX: 503-618-2333

DARRYL GODSBY Rental Housing Inspector 503-618-2286 FAX: 503-618-2393

AMANDA CHEZEM Rental Housing Inspector 503-618-2262 FAX:503-618-2333

LYNNETTE DAVIS Rental Housing Inspector 503-618-2207 FAX:503-618-2333

RENTAL HOUSING INSPCTION COMPLAINT LINE 503-618-2248 E-mail:

Rentallus pection@cligres ham.or.us.

CITY WEBSITE

### NOTICE OF SCHEDULED PROPERTY MAINTENANCE CODE INSPECTION

Owner/Owners Agent of Property:

Case No.:

| | Property Address: Issue Date: January 20, 2009 Inspection Date: February 10, 2009

The purpose of this letter is to notify you that your residential rental property has been identified for inspection on **February 10, 2009**. Two (2) City of Gresham Rental Housing Inspectors will be visiting the above property address to perform inspections on a representative sample of rental units selected at random to insure compliance with the City of Gresham Property Maintenance Code. The code requires residential rental properties and residential rental units be maintained in a safe, sound and sanitary condition. Attached is a copy of the Rental Housing Inspection Checklist which will be used for each inspection.

Utilizing a computer generated random sampling, we have identified the following residential rental units for inspection:

Total Units in Complex: 66

Number of Units to be Inspected: 16

Primary Unit List

Alternate Unit List

	Order of		Order of	Additional
	inspection	Unit#	inspection	Unit #
\	1	23	17	45
	2	66	18	58
7	3	1	19	26
	4	10	20	29
	5	16	21	43
	6	36	22	2
	7	22	23	7
	8	18	24	51
	9	6		



# **Tenant Notification Letter...**



Rental Housing Inspection Division 1333 NW Eastman Parkway Gresham, Oregon 97030-3825

ERIC SCHMIDT
Development Services
Director
Rental Housing Inspection
Program

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AMANDA CHEZEM Rental Housing Inspector 503-618-2262 FAX:503-618-2333

LYNNETTE DAVIS
Rental Housing
Inspector
503-618-2207
FAX:503-618-2203

RENTAL HOUSING INSPCTION COMPLAINT LINE

### NOTICE OF SCHEDULED PROPERTY MAINTENANCE CODE INSPECTION

Tenant Issue Date: January 20, 2009 Inspection Date: February 10, 2008

Dear Tenant:

In December 2007, Gresham City Council adopted a mandatory Rental Housing Inspection Program that applies to all residential rental properties within the City. Mandatory inspections take place on an annual basis and are performed on a representative sample of rental units from each complex. This program provides for the inspection of the interior and exterior of existing residential rental property including rented single family residences. It also establishes the responsibility of residential rental property owners, and provides for the administration and enforcement of the program.

The purpose of this letter is to notify you that the rental property in which you reside has been identified for inspection and your rental unit has been randomly identified as a **potential** unit for inspection on that day. You do not need to respond to this letter. This letter is meant to inform you that your property owner **may** be contacting you within the next 14 days to obtain your written consent for the City to access your unit for the purposes of inspecting for compliance to the Property Maintenance Code. If they have not contacted you within 14 days from the date of this letter, your unit will not be inspected that day. Please note that as the tenant, you have the option to be present during the inspection and regardless of being present, will receive a copy of the inspection report.

Attached to this letter is a copy of the inspection checklist that will be utilized during

Rental Housing Inspection Division

# Inspection Consent Form...



1333 NW Eastman Parkway, Gresham, OR 97030



### Inspection Consent Form

\_, reside at (or are the owner/agent of):

(First and Last Name-Please Print)						
(Address) (Unit)	and hereby knowingly and voluntarily					
(Address) (Unit) consent to allow a designated City of Gresham rental housing inspect purpose of inspecting my unit to ensure it meets the habitability stand property maintenance code.						
By signing this Consent form, I certify and agree that:						
<ul> <li>I am authorized to give consent to enter and inspect the above</li> </ul>	e-referenced unit.					
<ul> <li>This consent shall remain effective for months (60 days if left blank) from the date of signing and shall authorize entry with or without being accompanied by my landlord.</li> <li>I will work with my owners agent(s) and City inspector, and to the best of my ability, grant access to the unit for the purpose of correcting or inspecting violations in order to resolve my case.</li> </ul>						
Tenant Consen (*Occupied Unit)	ıt					
Ok to enter if no resident is present.						
☐ Do not enter if no resident is present.	*Phone Number					
	1 1					
Tenant(s) Signature	Date					
* Owner(Agent consent is not needed for an occupied unit. * Your phone number will only be used for the purpose of contacting you to s	chedule inspections or discuss your case					



# Mandatory Inspection Process...

- Access to unit granted
  - Property owner and Tenant
  - Inspection Consent Form completed
- Inspection takes place
  - Objective inspection criteria
    - Developed in collaboration with Rental Task Group
    - Interior and Exterior Inspection Checklist



# Interior Inspection Checklist...



### CITY OF GRESHAM, OREGON RENTAL HOUSING INSPECTION DIVISION



### Property Maintenance Notice Interior Inspection Checklist

The City of Gresham Rental Housing Inspection Program is responsible for ensuring that all residential rental properties in the City of Gresham are maintained to minimum standards of fire, health, and life safety.

A Rental Housing Inspector visited this property and/or residential rental unit and inspected the premises in accordance to the checklist below. Items that have been determined to fall below the minimum property maintenance code requirements are checked below. This notice will also be sent out via first class mail.

Rental Property:			Rental Housing Inspector: Email:			
Owner/Agen	t:		Case Number			
lst Inspection	2nd Inspection	3rd Inspection				
Violations	Violations	Violations	GENERAL			
У И	Y N	Y N				
			General Interior			
			Excessive accumulation of rubbish or garbage (IPMC 307)			
			Presence of insect and/or rodent infestation (IPMC 308.1)			
			Surfaces not being maintained in clean, sanitary manner (IPMC 305.3)			
			Other:			
Comments: 1st Insp.:						
	2 <sup>nd</sup> Insp.:					
	3rd Insp.:					



CITY OF GRESHAM, OREGON

# **Exterior Inspection Checklist...**



### CITY OF GRESHAM, OREGON RENTAL HOUSING INSPECTION DIVISION



### **Property Maintenance Notice**

**Exterior Inspection Checklist** 

The City of Gresham Rental Housing Inspection Program is responsible for ensuring that all residential rental properties in the City of Gresham are maintained to minimum standards of fire, health, and life safety.

A Rental Housing Inspector visited this property and inspected the premises in accordance to the checklist below. Items that have been determined to fall below the minimum property maintenance code requirements are checked below. This notice will also be sent out via first class mail.

Owner/Agent: Case Number:									
1st Inspection 2nd Inspection 3rd Inspection									
Violations Violations EXTERIOR	R								
Y N Y N Y N									
Rental License									
□ □ □ □ □ Operating without a rental license (GRC 9.55,	<u></u>								
□ □ □ □ Other:									
Comments: 1st Insp.: NOTE: Gresham city code requires a rental license of any pe									
or operates a residential rental unit within the City of Gresham.									
2 <sup>rd</sup> Insp.:									



# If Violations are noted at inspection...

- Notice of Violation / Direction to Abate
  - Outlines time period to resolve violations (<30 days)</li>
  - Notifies the right to appeal violations
  - Notifies owner about the potential Administrative Enforcement Fees for failure to resolve violations
  - Property Owner, Property Manager (if applicable) and Tenant are copied
  - City has option to copy lender or interested parties



# Sample Notice of Violation...



Gresham, Oregon 97030-3825

ERIC SCHMIDT
Development Services
Director
Rental Housing Inspection
Program

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Inspector
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FAX: \$13-618-2333

RENTAL HOUSING INSPCTION
COMPLAINT LINE
SU3-618-2248
E-mail:
Rentallispection@ciars.iam.ocus.

CITY WEBSITE

### NOTICE OF PROPERTY MAINTENANCE CODE VIOLATION AND DIRECTION TO ABATE Gresham Revised Code (GRC) 7.50,235 (2)

Case No.:

Owner/Agent:

Date Posted: February 10, 2009

Property Address:

On **February 10, 2009**, a Rental Housing Inspector visited the above address and found violations of the City of Gresham Property Maintenance Code. The code requires residential rental properties and residential rental units be maintained in a safe, sound and sanitary condition. The enclosed Rental Housing Inspection Checklist identifies the noted violation(s).

The following re-inspection(s) have been scheduled for the above address:

. Re-Inspection (All violations): March 12, 2009

It is your responsibility to contact our office at 503-618-2248 if you need to make alternate arrangements for any of the scheduled inspections. If the violations are corrected prior to the inspection date(s) please contact us to schedule an earlier re-inspection time. If all violations are found to be resolved on March 12, 2009, the enforcement file will be closed.

Failure to Abate Violation(s): If you fail to correct, remove or otherwise abate the violation(s) identified on the attached Inspection Checklist **by the re-inspection date(s) above, a per violation, per day** Administrative Enforcement Fee shall be imposed and assessed against the property for as long as the violation(s) remain. See GRC 7.50.270 (4), GRC 9.55.160 (1) and GRC 10.30.290. Administrative Enforcement Fees accrue as follows:

1-59 days from original violation date 60-119 days from original violation date 120 days or more \$10.00 Per violation per day \$20.00 Per violation per day \$30.00 Per violation per day



# **Common Violations...**

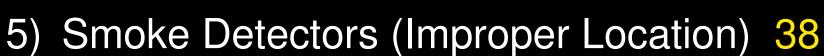
- Inadequate / Illegal Source of Heat
- Mechanical ventilation
- Visible Mold Minor in nature
- Smoke Detectors
- Miscellaneous Electrical Issues
- Debris Garbage and Junk
   CITY OF GRESHAM, OREGON





# 2008 Top Ten Violation List...

- Smoke Detectors
   (Improper Number) 81
- 2) Mold / Moisture 52
- 3) Inoperable Doors 41
- 4) Inoperable Appliance 38







# 2008 Top Ten Violation List...

- 6) Exhaust Fan 32
- 7) Inadequate Heat (Temperature <68°) 31
- 8) Electrical (Inoperable Fixtures) 31
- 9) Smoke Detector (Inoperable) 28
- 10) General Sanitation 27





# If Violations are noted at inspection...

- Re-inspection takes place
  - Utilize original checklist as a "working" document
- If violations are resolved...
  - Case is closed and "Thank You" letter for unit issued
- If violations are not resolved...
  - Administrative enforcement fees begin to accrue
  - Potential of additional City enforcement action



## **Accelerated Enforcement Fees...**

- For violations not resolved within the grace period:
  - Administrative Enforcement Fees GRC Article 7.50
    - Unanimously adopted by City Council
    - Accrue at a rate of \$10 / violation / calendar day
    - Double if violations are not resolved within 60 days
    - Triple if violations are not resolved within 120 days



# When all cases are closed...



# CITY OF GRESHAM Rental Housing Inspection Division



### **Certificate of Inspection Compliance**

Issued

January 20, 2009

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### City of Gresham Apartments

This certificate acknowledges the all required units of the residential rental property were inspected and found to be in compliance with fire, life, safety and habitability requirements set forth in the Gresham Property Maintenance Code and enforced by the Gresham Rental Housing Inspection Program

Property Address: 1333 NW Eastman Parkway

Gresham, OR 97030

Number of Units Inspected: 16

Rental Housing Inspector: Darryl Godsby

Date of inspection: January 20, 2008

Eric Schmidt

Eric Schmidt, S.E.
Director, Development Services



# **Complaint Based Process...**

- Operates much the same as Mandatory Process
- Exception is how we are notified of concerns
- Staff uses a consistent Customer Contact Form
  - Complainant is asked about confidentiality
  - Contact information held confidential to the best extent allowed by law
- Complaints take precedence over mandatory



# On the 2009 Work Plan...

- Continue Staff Training
  - Emphasis on consistency and customer service
- Continue Process Development / Refinement
  - Proposed Code Amendments
  - Council Business Meeting February 17<sup>th</sup>



# On the 2009 Work Plan...

- Quarterly Program Orientation Sessions
- Development of additional training sessions
- Quarterly Meetings with Rental Task Group
- Mid-Year Progress Report to City Council
- Public Outreach and Education Campaign
  - Comprehensive, collaborative approach
    - Property Owners, Tenants, Community



# Helpful thoughts for success...

- Documentation / Written communication
- Bring any concerns / issues up early
- Maintenance request forms and process
- Do not disable smoke detectors
- Utilize bath and cooking fans
- General maintenance and upkeep of surfaces



# Additional Program Information...

- City of Gresham Web site (<u>GreshamOregon.gov</u>)
  - Development Services / Rental Housing
    - Code / Ordinance, Fee Resolution, Additional Resources (Tenant and Prop Owners)
  - Rental Inspection Line (503) 618-2248
  - askGresham.com



# Rental Housing Inspection Division Program Orientation Questions / Discussion

